



PROVING OUR POTENTIAL

2020 IMPACT REPORT

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Get Involved



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Dear Friends,

Gratitude has always been one of the driving forces behind the work we do here at AIM, but it is especially poignant after 2020. Though it was a trying year for us all, we are also reminded that the challenges forced us to think innovatively, as we pulled together to take care of each other and continue our important work, while never wavering in the support of the people we serve.

We are so fortunate that our diversification of funding sources and services has created financial stability and allowed us to continue growing and positively impacting our community. Our vigilant commitment to safety, being person-centered and taking care of our essential staff during the pandemic provided uninterrupted services to the people with diverse abilities in our programs. It was this dedication to the people we serve that brought us recognition from state and local dignitaries in 2020, through the 30th Anniversary of the Americans With Disabilities Act (ADA).

In addition, the faithfulness from our donors, funders and supporters ensured our fundraising could remain successful. It was truly a cocoon of support from our entire AIM family that protected our mission during very difficult times, and we do not take it for granted.

We welcome you to engage with our mission, our people, and our unique story as we share some of our successes from last year, and we invite you to join us as we look forward to our next chapter.

The individuals we support at AIM deserve to have their dreams kept alive. We listen to their wants in addition to their needs, and we provide them with a person-centered model that allows them to manage their decisions and plans. We believe the most important people in our entire organization are the people we support, and we believe that to do the right thing, we must always put them first.

Thank you for helping us continue to do the right thing. We look forward to having you by our side as we collectively move toward our common goal of greater independence and growth for the people we serve.

Sincerely,

Brian Gwynn
President, Board of Directors

Christopher R. Lyons, Esq.
Executive Director

OUR MISSION

AIM Services, Inc. is a 501(c)(3) non-profit organization dedicated to supporting the “power of potential” in people of diverse abilities. Through residential and community-based services, advocacy, and education, dedicated professionals focus on supporting people in achieving their personal goals, while promoting self-confidence and independence.

Our values are created and defined by the people we serve.



THEY ARE WHY

Our team works collaboratively with partners who support the people we serve in innovative ways, maximizing opportunities for choice, dignity, mutual respect and independence.

We AIM for a world where those we serve can be seen not just as people “in the community” but “OF the community.”



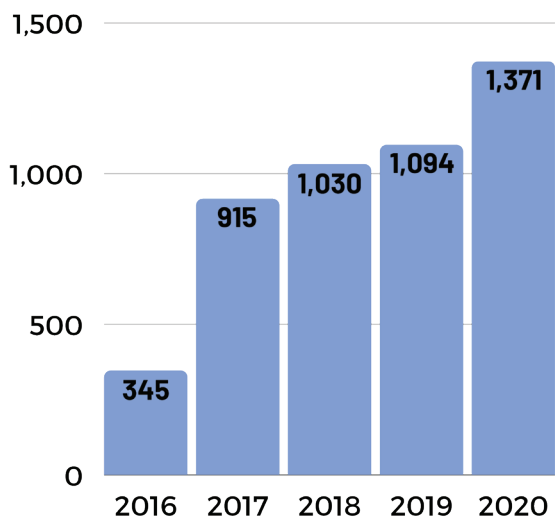
We foster an inclusive environment where a disability does not have to define one's capabilities, wants or desires.

We strive to inspire the best in each other, ensuring we remain “person-driven ” rather than “agency-driven”.

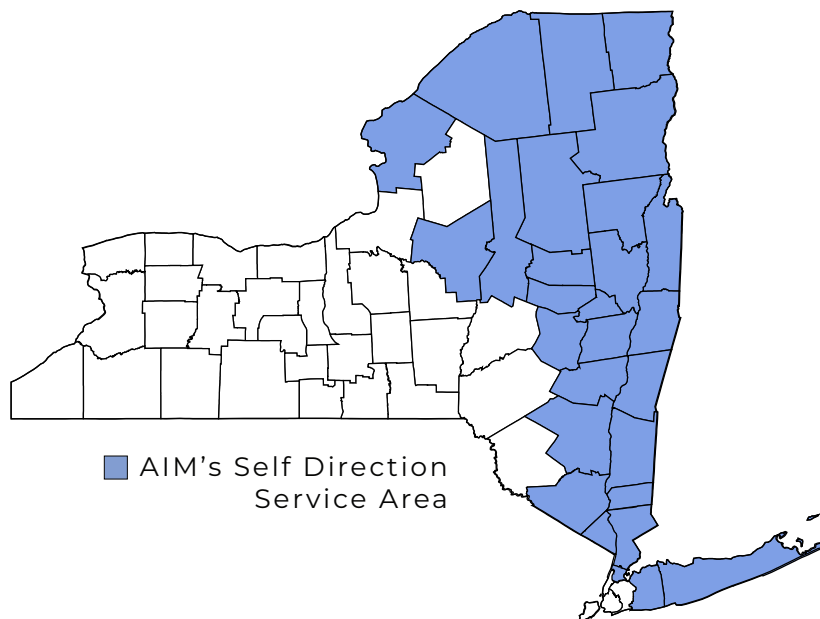
At AIM, the people we support are at the center of everything we do.

PERSON-CENTERED SUPPORT CREATES POSITIVE OUTCOMES

AIM Services' Self-Direction Program offers people the flexibility to choose the mix of supports and services that are right for them. Self-Direction is based upon increasing people's options and choices, increasing inclusion in the community, providing access to opportunities for individuals to make decisions on their own, and the exercising of freedom to select services envisioned by the participant.



Number of People Served in
AIM's Self Direction by Year



Self-Direction is AIM's largest program, and is still successfully growing, serving nearly 1,400 people and reaching participants as far south as Long Island, New York.



Khalen and her dog Elliot

who are committed to supporting her in ways that she desires, and she is experiencing life according to her own design, which has allowed her to accomplish many goals.

For her next adventure, she dreams of a trip to Scotland, so she can see where her ancestors lived.

LIVING LIFE ON HER OWN TERMS

Through the support she receives from the Self-Direction Program, Khalen is living independently, with her emotional support dog, Elliot, by her side, as she has always wished.

Khalen chooses her own staff and decides how she wants to receive supports. Self-Direction also supports her with employment services, and she feels a great sense of pride from her job as a Kennel Assistant with a local Pet Spa.

Khalen says she is overjoyed because she feels she has finally found a group of people through AIM



Khalen at work

INCLUSION BUILDS COMMUNITY

AIM Services has several programs in which the primary purpose is to connect the people we support with our surrounding communities. Our dedicated and experienced team works with various age groups, from children to adults, with diverse abilities in community settings to provide exciting experiences and build meaningful relationships.

Our community programs include:

EMPLOYMENT SERVICES
TRANSITION PROGRAMMING
ENHANCED RESPITE
COMMUNITY HABILITATION
DAY HABILITATION

AFTER SCHOOL PROGRAM
SUMMER RECREATION
WEEKEND RECREATION
FAMILY EDUCATION TRAINING (FET)
FAMILY SUPPORT SERVICES (FSS)

These programs provide unique opportunities and experiences that offer recreation and adventure, arts and music, goal-setting and life-skills, community-connection and volunteerism, and independence and self-direction.

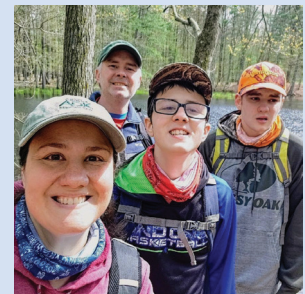
Our programs often provide respite to families with whom we have built trusted relationships.

MEET THE VEITCHS

The Veitch Family reached out for guidance to AIM Services regarding their two sons, who are on the Autism spectrum. The limitations of traditional Respite Services were creating additional challenges for their family.

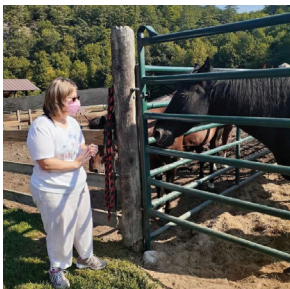
AIM jumped into action with our person-centered approach, and the idea of Enhanced Respite was born. The comprehensive program, which includes additional behavioral and clinical components and a focus on collaboration with community, family and school, has ultimately given The Veitch's the break they so needed.

Today, with the support of AIM, the Veitch's are taking family vacations for the first time and experiencing an improved quality of life.



When you give to AIM, you are enhancing the lives of the people we support.

Many of the experiences provided in our community programs are reliant on fundraising to offset the costs not covered by Medicaid.



Sara volunteering at
Ridin-Hy Ranch



Kai picking apples at
Saratoga Apple



Kyle and Rachel
tasting the springs in
Saratoga State Park



Josh trying Korean
food for the first time

CHOICE FOSTERS GROWTH & INDEPENDENCE

We provide a variety of residential opportunities for the people we serve. At the foundation of each, is our commitment to using person-centered planning to ensure that their homes and supports are designed to fulfill their wants, desires, hopes, and dreams, while also meeting their evolving needs.

In 2020, our team went above and beyond to create a feeling of connectedness for the people we support. We adapted technology to ensure families could have virtual “visits” while prioritizing safety, and we boosted internal opportunities for engagement and achieving personal goals.

Our housing options provide personalized support for each individual choosing their ideal living environment.

23 SUPERVISED RESIDENCES



Supervised Residences provide 24/7 supports. Each person is supported in making informed choices, being a part of their community, and fostering personal growth.

10 SUPPORTIVE RESIDENCES



Supportive Residences provide supports, as needed. A Supportive Residence is a natural stepping stone to leading a more independent life.

3 FAMILY CARE HOMES



In **Family Care**, the person we support lives in the home of a certified provider in the community. Each provider offers individualized supports and services derived from person-centered planning.



FINDING HER PLACE TO CALL HOME

Caitlin is a bubbly and warm young woman who thrives when she's surrounded by the right environment and people. Her path to AIM, and ultimately a more independent way of life, wasn't always a straight line, but after receiving the right supports from AIM and her family, we were able to find Caitlin the home that she'd always wanted.

Caitlin is now living with greater independence and is happy to be closer to her family. She is bonding well with the others in her residence and is enjoying access to community opportunities, like volunteering with seniors, which she loves. Caitlin says the support she gets from AIM allows her to feel

more independent. She is now working hard to achieve her goals, which include finding a job through AIM's Supportive Employment.

Dedicated Direct Support Professionals provide person-centered activities that help to enhance life skills and encourage personal growth.



Yoga classes in the home to stay fit



Creating artwork for the 518 Rainbow Hunt challenge



Honing cooking skills and trying new recipes



Learning about plants and gardening

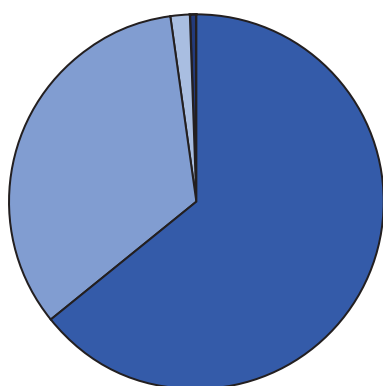
FINANCIAL REPORT

For Year Ended December 31, 2020

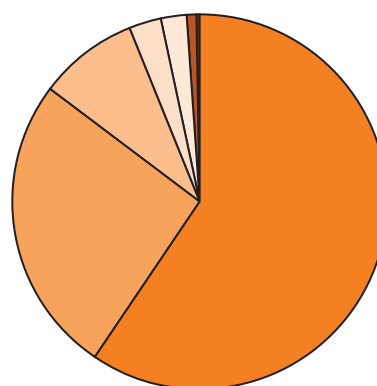
Our organization remains fiscally agile and financially stable due to our diversification of funding sources. We operate individual residential alternative homes, family care, and other community service programs in Saratoga, Washington, and Warren counties, as well as self-directed services throughout Eastern New York. Revenue is derived from federal and state fees for services, grants, and program participant fees.

Fundraising dollars are crucial at AIM to enhance our programs and the lives of the people we support. Access to unrestricted fundraising capital is essential for the person-centered services we provide that reach beyond what is covered by federal and state sources to help support our future growth and program expansion.

REVENUE



EXPENSES



REVENUE

Self-Direction Income.....	\$ 37,993,748	64.3%
Medicaid and Fee Income.....	\$ 19,868,716	33.6%
Fundraising and Contributions.....	\$ 964,503	1.6%
Miscellaneous.....	\$ 268,926	0.5%
Total Revenue.....	\$ 59,095,893	100%

EXPENSES

Self-Direction.....	\$ 33,072,193	59.4%
Residential.....	\$ 14,451,950	26%
Management and General.....	\$ 4,720,230	8.5%
Supportive Employment/Community Habilitation.....	\$ 1,570,617	2.8%
Day Habilitation.....	\$ 1,186,897	2.1%
Department of Health.....	\$ 509,468	0.9%
Fundraising.....	\$ 126,474	0.2%
Total Expenses.....	\$ 55,637,829	100%

FUNDRAISING

YOUR POWER IMPACTS OUR POTENTIAL

The fundraising efforts by AIM Services in 2020 highlighted the adaptability of our organization, as well as reminded us of the overwhelming support within our community. Although so many aspects of people's lives did change in 2020, we felt more connected to one another than ever before. We built new relationships and strengthened others, while ensuring our mission remained at the forefront.

Fundraising dollars are crucial at AIM. They allow us to provide services, experiences and support above and beyond what is covered by state and federal funding. For us, it's about fulfilling wants, not just needs. We don't say "no", we say "how", and **we cannot do it without you.**



CROQUET ON THE GREEN

This annual event went virtual, becoming a "play on your own" activity in 2020 and helped support local businesses at a time where they needed it. We raised over \$44,000 and formed deeper connections with our community partners.

VIN LE SOIR

This annual event gave participants a taste of Argentina and our mission from the comfort of their homes. We created a video presentation with memorable moments featuring the individuals we support, raising more than \$46,000 and making it our most successful year yet!



GRANTS AND FOUNDATIONS

Community Foundations supported AIM more than ever before in their grant making, allowing the continuation of so many vital programs that faced new challenges and helped to make programs available safely to all participants. Grants received in 2020 totaled \$48,500.

When you contribute to AIM, you make a direct impact on the people we support. Here are some of the ways your dollars made a big difference in 2020:



Laptops for virtual job skills training for Employment Services



Sensory, recreational and educational materials for our After School program



Winter essentials for low-income families in Community Services



Music therapy for Recreation and Day Habilitation programs

DONORS

\$10,000 & UP

Saratoga Eagle Sales & Service
Saratoga National Bank
Jaeger & Flynn Associates

\$5,000 - \$9,999

Adirondack Trust Company
Frank & Delores Parillo
Paylocity
Pioneer Bank
United Healthcare Services
eVero Corporation
The New York Racing Association

\$2,500 - 4,999

ChemRX Pharmacy Services
Stewart's Shops
Amsure
Gregory Mengel
Adrian Applebaum
Wilcenski & Pleat, PLLC

\$1,000 - 2,499

Ann & Jerry Leland
CDPHP
Richard & Donna Perry
Tara Anne Pleat
Kenneth & Susi Ritzenberg
Martin Glastetter & Catherine Shiffert
Scott Hartung
GE Foundation
Tom & Beth Flynn
Robert & Donna Ricketts
Cudney's Launderers & Dry Cleaners

Hallam-ICS

Gary & Aimee Dake
Christopher Lyons
& Kimberly Crocetta
Linda Casse
Phinney Design Group
The Sandy Hill Foundation
Saratoga Casino Holdings, LLC
Carl Mattson
David & Pamela Kaiser
Kenneth & Katharine Rogers
Mark Moreau
The Benevity Community Impact Fund
Mary Beth Walsh
Knights of Columbus Council 1297
John & Marion Paolucci
Anthony Andolina
Casella Waste Management
The Leahy Company
Adirondack Financial & Planning Services
F.O.E. Auxiliary 2486
Marie McNamara
Ascent Wealth Partners
Robert & Marcia Wilsey
Bigelow's Energy - J and R
Welding Supply
Northern Mechanical Services
Selective Insurance Company of America

\$500 - \$999

Wayne Baxter
Geoffrey & Lisa Cannon
June MacClelland
James & Alison Norton
John & Sue Lant

\$250 - \$499

Debbie Miele-Wen
Yepsen & Pikulski, LLC
Denise Stasik
Roger & Sheila Ksenich
Josh Phelps
A.C. Riley
Diana Pikulski
Kimberly Bonitatibus
Roy & Angela McDonald
Aaron Murray
Helmut & Erika Samide
Neil Edmonds
Jim Archer
Brandy Donbeck
Donald Kozak
Elizabeth Lent
Nicholas Miner
Quality Foreign Car Care
Memorial Sloan-Kettering Chaplaincy
Harris Beach, PLLC
Jon & Mona Haas
Karl Sleight
Nicholas Napoli
Peter & Tami Cohan
Philip Gara
Steve & Patty Myhrberg
Louise McGlinchey

THANK YOU TO ALL OF OUR IN-KIND DONORS!

GRANTS & FOUNDATIONS

Charles R. Wood Charitable Foundation
The Saratoga Foundations Donor Advised Fund
Community Development Block Grant
Adirondack Trust Company Community Lend a Hand Fund
The Miles Hodsdon Vernon Foundation

Global Foundries
Christopher Dailey Foundation
Mockingbird Foundation
Stewart's Holiday Match
Theresa Foundation

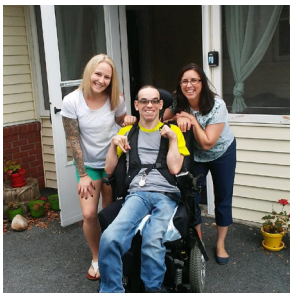
ADAPTABILITY INSPIRES OPPORTUNITY

At AIM, we are always thinking outside the box to ensure the best possible outcomes for the individuals we support. In 2020, we certainly learned first-hand how our commitment to adaptability, creativity and teamwork can provide opportunities for success, even in the face of adversity.

PROVING OUR POTENTIAL

CREATIVE HOUSING OPTIONS

- ✧ We provide options for “supported” housing versus “supervised” settings to encourage the greatest opportunity for independence
- ✧ We have accepted and supported individuals that many other agencies could not support
- ✧ We remove the restrictive barriers of certified settings to create a more home-like environment
- ✧ We provide a “respite spot” for individuals who experience temporary challenges in their support so they have a place to go during transition



TECHNOLOGY AND ACCESSIBILITY

- ✧ We lead the way with providing adaptive equipment and assisted communication devices for the people we support
- ✧ Continued transportation adaptations provide greater opportunities for community involvement
- ✧ We efficiently utilize funding to meet the evolving needs of the people we support

EVOLVING SUPPORTS

- ✧ We offer intensive behavioral supports, which are particularly helpful to those individuals with both mental health and developmental challenges
- ✧ We focus on meeting the specific needs of the individual and their family, enhancing their quality of life
- ✧ We collaborate with local hospitals and other key community partners to surround the individuals in our programs with their ideal supportive environment

SAFETY AND STABILITY

- ✧ Our adherence to the highest standards of health and safety during COVID led to stronger infection control measures, ultimately leading to better prevention of traditional illness
- ✧ Our staff receives up-to-date safety trainings, including drivers safety to ensure the best support measures
- ✧ Workforce retention initiatives create more stability for the people in our programs with greater support consistency



GROWTH AND DEVELOPMENT

- ✧ Additional programs, such as DOH Day Services, allow us to support community integration with our person-centered approach
- ✧ Our Supportive Employment programs have more people we support working in our community
- ✧ Our opportunities for community outreach and integration continue to expand
- ✧ Investment in workforce development, trainings and additional senior level staff support AIM's continued success

MEANINGFUL CONNECTIONS ENRICH LIVES

Get Involved.

-  Donate
-  Become an Annual Sponsor
-  Check with Your Employer for Matching Gift Programs
-  Donate in “Memory Of” or in “Honor Of” Someone Special
-  Donate to the “Ray of Sunshine Fund” to Support Recreational Activities
-  Donate to the “Jen’s Joy Fund” to Support Any Unfunded Dreams
-  Attend an AIM Event and Donate an Item for Raffle
-  Join the AIM Team - Explore Our Employment Opportunities
-  Give through Planned Giving - Continue your support into the future with a planned gift through your estate or toward an endowment or capital project
-  Participate in our Appeals - By responding through our annual appeals, you can help us raise thousands of unrestricted fundraising dollars for our programs. *Stay tuned for our next appeal in early summer!*



Thank you for being a part of the AIM Family!

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